

Housing repairs service standard

You can report a repair at our housing offices, over the internet, or by using our freephone number: 0800 9530340. To deal with your repair quickly and efficiently we will aim to:

- ✓ Diagnose the repair when you report it to us and if it is a straightforward repair, place an order for it to be carried out, or provide advice.
- ✓ Arrange an appointment for one of our surveyors to visit within seven working days if your repair is more complex, or you need further technical advice.
- ✓ Send you confirmation that any non-urgent repair has been logged and tell you the target completion date.
- ✓ Carry out repairs in accordance with Right to Repair legislation or within the following timescales.
 - ‘Emergency’ within 24 hours
 - ‘Urgent’ within a maximum of seven working days
 - ‘Routine’ within 20 working days
- ✓ Offer an appointment for routine and urgent repairs.
- ✓ Send a satisfaction survey to you when we have finished the job to see how we did and to monitor and continually improve our services.
- ✓ Inspect 10% of all work completed by our own workforce and 20% of work completed by contractors to ensure it has been carried out to a good quality standard.



Building 2
Riverside Court
Bowling Hill
Chipping Sodbury
BS37 6JX

www.merlinhs.co.uk

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.